

Instructions for accessing ARMS through the Web

Division of Aging

Department of Health and Human Services

Introduction

The Division of Aging is providing a new method of accessing [ARMS](#) through the World Wide Web. In order to access ARMS through the web there are three components that need to be installed on your computer. This document will address how to install those three different components and how to login to ARMS. The application ARMS has not changed and you should be familiar with how the application works. The only thing changing is the method in which to access ARMS.

Overview

There are five sections to this document to help you connect to ARMS. The five sections are:

- Section I: Internet Access for Windows 95.....3
- Section II: Netscape Installation.....8
- Section III: Citrix Plug-in Installation.....10
- Section IV: Accessing ARMS.....11
- Section V: FAQ.....15

“Section I: Internet Access for Windows 95” covers how to install Dialup Networking on a Windows 95 machine. If you have Windows 98, the exact installation procedures will be similar but not identical. In addition, we will show you how to create a dialup script to access our dialup server. If you already have an Internet Service Provider (ISP) you will probably already have completed this necessary stage.

While most current browsers can access ARMS through the Web not all of them can. Our recommendation is to use Netscape 4.7 or later. In “Section II: Netscape Installation” we will cover how to get Netscape and install it.

The browser is a necessary component used to access ARMS. Although some browsers do not require any additional components to access the ARMS on the web most will require the Citrix plug-in. In “Section III: Citrix plug-in” we will tell you where you can get the Citrix plug-in and how to install it. While this plug-in will work with Netscape (3.0 and later) and Internet Explorer (3.0 and later) we

recommend that you use Netscape 4.7.

“Section IV: Accessing ARMS” will describe how to login to the web page so that you may access ARMS. The application ARMS that you access through the web page is the exact same application that you would use if you used Reachout to connect to the CAPserver.

“Section V: Frequently Asked Questions” has been provided to help you determine what action should be taken in the event you run into a problem.

While each of these sections has been provided for your convenience, it should be noted that it may not be necessary to do some of these steps if you have already done them. For example, if you already have Netscape 4.5 (or greater) you can skip that step.

If you have any questions or concerns while using these procedures please call **Remote Access at 1-919-715-0015 or the helpdesk at 1-919-733-9100 for connectivity problems. Please call the Division of Aging for support for ARMS at 1-919-733-8390. Both of these lines are answered from 8am to 5pm.**

Section I: Internet Access for Windows 95

Use these instructions to configure your computer to dial up to our dial-in service. If you already have an ISP (e.g. Mindspring, Intrex, BellSouth, etc.) that you connect to for Internet services you can skip this section and go to “Section II: Netscape Installation.”

Note: By using our dial-in service you will not be able to access anything other than the web server that host's our web pages.

Step I - Before You Start

1. Know your NetWare name, (e.g., Q048).
2. Know the password for your NetWare account.
3. Have access to your Windows 95/98 installation media.*
4. Know the type of modem you have and its speed.
5. Know which communications port your modem is using.

***Note:** Your installation media may be a CD, diskettes, cabinet files (on local hard drive) or installed from a local server.

Step II - Installing Windows 95/98 Dial-Up Networking Software

1. Open your “Control Panel” folder, located within the “My Computer” icon on your desktop.
2. Open the Control Panel “Add/Remove Programs”, as seen in Figure A.



Figure A

3. Select the “Windows Setup” tab
4. Select the “Communications” option then click on “Details”, as seen in Figure B

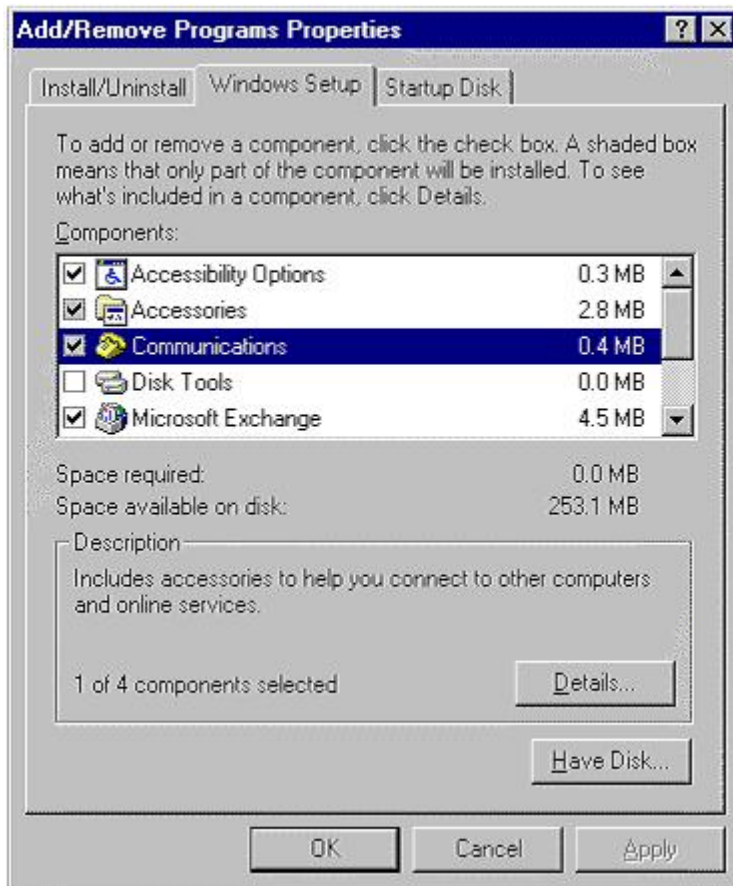


Figure B

5. Select “Dial-Up Networking” and “Phone Dialer”. If they are already selected you can go to Step-III, as seen in Figure C



Figure C

6. Click "OK." If prompted for Windows Installation files insert your Windows 95 media.
7. If prompted to reboot Windows 95, select “Yes”.

Step III - Modem Configuration

1. Open up your “Dial-up Networking” folder within “My Computer”

NOTE: If this is your first connection script you will be presented with the “Welcome to Dial-Up Networking” Wizard. This Wizard will guide you through the Modem Configuration process. If you already have configured Windows 95 to use your modem you can go to Step IV.

2. Click “Next” to step through the Modem Configuration Wizard

3. Select the “Don’t detect my modem, I will select it from a list”, then click “Next”, as shown in Figure D.

NOTE: It’s much better to handpick your modem under Windows 95 because the modem detection program is not reliable. However, if you don’t know the vendor and model of your modem then you should let Windows 95 detect your modem.

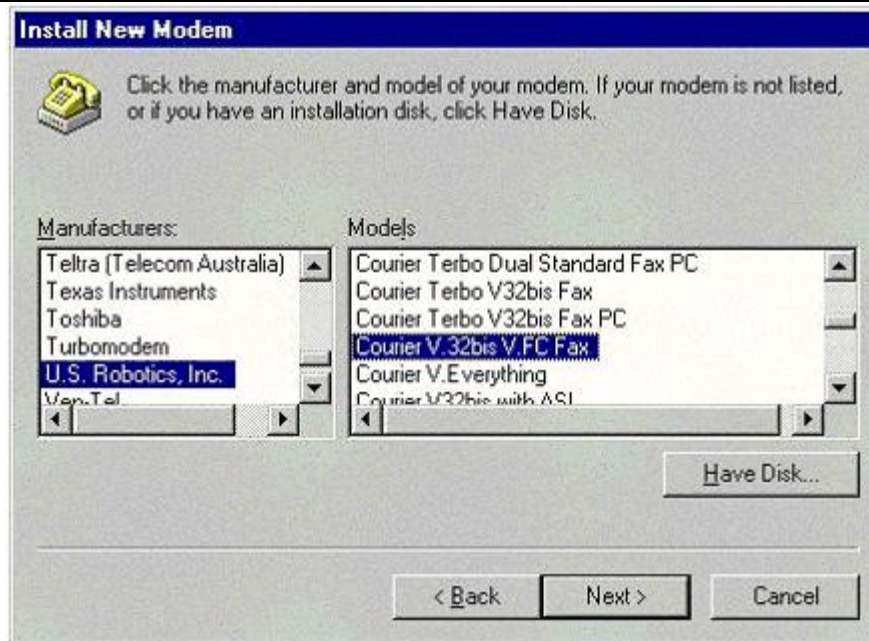


Figure D

4. Select your manufacturer and model of your modem then click “Next”. Select the port your modem is connected to, then click “Next”.
5. Enter the appropriate information when prompted. (Your local area code & number to use when trying to get an outside line. This will be blank if you are using this from home). Make sure you select whether you use Tone or Pulse (Rotary phone) for dialing, then click “Next”.
6. If you have been successful, your last screen will say “Your modem has been set up successfully”. Click “Finish”.

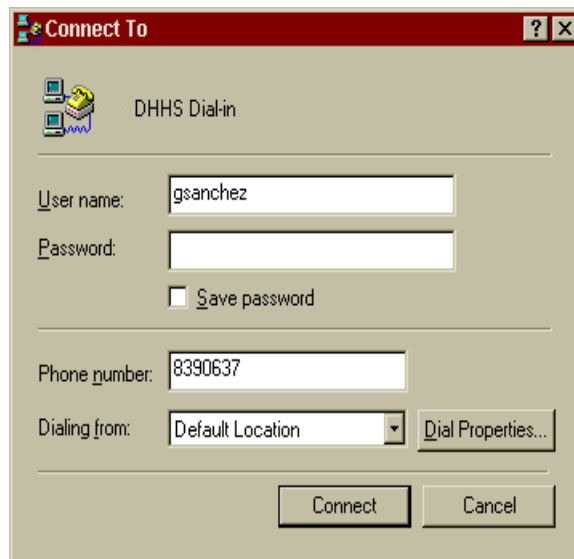
Step IV –Setting up Dialup Connection

1. Enter a name for your new connection such as “ARMS Dial-In”. If you have multiple modems installed on this machine, please select the modem you want to use. If you only have one modem, Windows 95 will display the default choice. Click “Next” when all of the appropriate information is entered.
2. Enter the area code & phone number of the number to access ARMS (919-839-0637 or 1-877-208-1370)
3. If you have successfully entered all of the pertinent information, you will see the following message: “You have successfully created a new Dial-Up Networking connection called ARMS-Dial In.”. Click “Finish”.

7. Open the new Dial up script you just created. In the “User name” field enter your NetWare username as shown in Figure E.

NOTE: Your username will be in the form of “.Q048.aging.dhhs.state”. Please pay particular attention to the leading period in your username; without the period you will not be able to login. If you don’t know the first portion of the username (i.e. Q048 in .Q048.aging.dhhs.state) it is the same username you used to login with Reachout. See figure M as a reminder of the username used to login with Reachout.

Figure E



5. In the password field enter your password. This is the password used in conjunction with Q048 when you login to Reachout, but not the password you use for ARMS.
6. Click the “Connect” button. The modem will now dial up and establish a connection with the ARMS Dial-In connection script.

Once you have successfully connected to the server you will see a dialog box displaying your connection time. Your new name will be saved in your Connection Script for future reference.

Congratulations, you have finished Section I: Access the Internet with Windows 95. You can now continue with Section II: Netscape Installation.

Section II: Netscape Installation

Use these instructions to install Netscape 4.7 on your computer. If you already have Netscape 4.7 or greater installed you can go to Section III: Citrix Plug-In Installation.

If you have a CD-ROM drive you can use the CD-ROM DOA has provided to install Netscape. You should then use the directions provided in Step I-A to install Netscape.

If you do not have a CD-ROM drive you can use your Windows 95 browser to download Netscape 4.7. Use the directions provided in Step I-B to install Netscape.

Note: If you are using DOA/DHHS dial-up server you will not be able to access Netscape Corporations' home page. You will have to follow these instructions to get Netscape 4.7. Because Netscape 4.7 is 18 MB it may take several hours to download.

Step I-A – Install Netscape from CD-ROM drive

1. Insert the CD-ROM from DOA in your CD-ROM drive.
2. Open your CD-ROM drive, located within the “My Computer” icon on your desktop
3. Open the folder labeled “Netscape” in the CD-ROM.
4. Open the application named “cc32e47.exe” on the CD-ROM.
5. When presented with the first screen for the Netscape setup click “Next”
6. Read the licensing agreement, and the click “Yes”.

Note: While you can choose the components you want, we recommended that you select all the default settings for the Netscape installation.

7. Verify the “Typical” installation radio button is already selected and then click “Next”.
8. Select the checkboxes you desire, if you don't know which ones you want just leave them alone and select “Next”.
9. Select “Next”.
10. You will now see an overview of what Netscape will install on your computer. Verify these settings are correct and click “Install”.

Netscape will now install the files from the CD-ROM drive. Please be patient this may take a few minutes to finish.

11. Once Netscape has finished installing you may be prompted to view the Readme file. Read at your discretion.
12. Once you have answered that question you will get a message indicating that installation is complete. Click “OK”.
13. If prompted to reboot your machine select “Yes, I want to restart my computer now.”

Congratulations, you have finished Section II: Netscape Installation. You can now continue with Section III: Citrix Plug-in Installation.

Step I-B – Download and Install Netscape

If you have done Step I-A, you should skip this step and go to “Section III: Citrix Plug-In Installation”.

1. Insert the floppy disk from DOA in your floppy drive.
2. Open your floppy drive, located within the “My Computer” icon on your desktop
3. Open the folder labeled “Shortcut” in the floppy disk.
4. Open the shortcut named “Download Netscape” on the floppy disk.

Windows should open its default browser and take you to the site that contains the version of Netscape that we recommend.

5. In your browser window you should see a file called “cc32e47.exe”. Right click on that file and select “Save link as” and choose a place to download the file. You will need to remember where you put this file so that you can run it once it has finished downloading.

If you have connected at 28Kbps, this will take approximately 1.5 hours to download.

6. Once the file has finished downloading you will need to find the file “cc32e47.exe”. If necessary you can use the find file feature in Windows 95 (located under Start→Search→Find File).
7. Open the application named “cc32e47.exe”.
8. When presented with the first screen for the Netscape setup click “Next”
9. Read the licensing agreement, and then click “Yes”.
10. Verify the “Typical” installation radio button is already selected and then click “Next”.
11. Select the checkboxes you desire, if you don’t know which ones you want just leave them alone and select “Next”.
12. Select “Next”.
13. You will now see an overview of what Netscape will install on your computer. Verify these settings are correct and click “Install”.

Netscape will now install. Please be patient this may take a few minutes to finish.

14. Once Netscape has finished installing you may be prompted to view the Readme file. Read at your discretion.
15. Once you have answered that question you will get a message indicating that installation is complete. Click “OK”.
16. If prompted to reboot your machine select “Yes, I want to restart my computer now.”.

Congratulations, you have finished Section II: Netscape Installation. You can now continue with Section III: Citrix Plug-in Installation.

Section III: Citrix Plug-in Installation

Use these instructions to install the Citrix plug-in on your computer. This plug-in will work with Netscape (3.0 and later) and Internet Explorer (3.0 and later) only. If you do not have either of these browsers you must go back and perform the instructions in **Section II: Netscape Installation**.

NOTE: The Citrix plug-in is located on both the floppy disk and the CD-ROM that have been distributed. Therefore in the instructions when we refer to installation media, you should use the media you were provided (disk or CD-ROM).

Step I– Install Citrix Plug-in

1. Insert the installation media from DOA into the appropriate drive.
2. Open the drive containing the installation media, located within the “My Computer” icon on your desktop
3. Open the folder labeled “Citrix Plugin” located on the installation media.
4. Open the application named “wfplug32.exe”.
5. When presented with a screen that says “This will install the Citrix ICA Web Plugin. Do you wish to continue?” select “Yes”
6. Read the licensing agreement and then click “I agree”.

The Plug-in will now install.

7. Click “Ok” when the message “Setup completed successfully”

Congratulations, you have finished Section III: Citrix Plug-In Installation. You can now continue with Section IV: Accessing ARMS.

Section IV: Accessing ARMS

Use these instructions to copy the shortcut provided on the installation media for future access to the application. In addition, these instructions will tell you how to login to the Citrix Web Server so that you may access ARMS.

Step I– Copy the Web Shortcut on the Installation Media

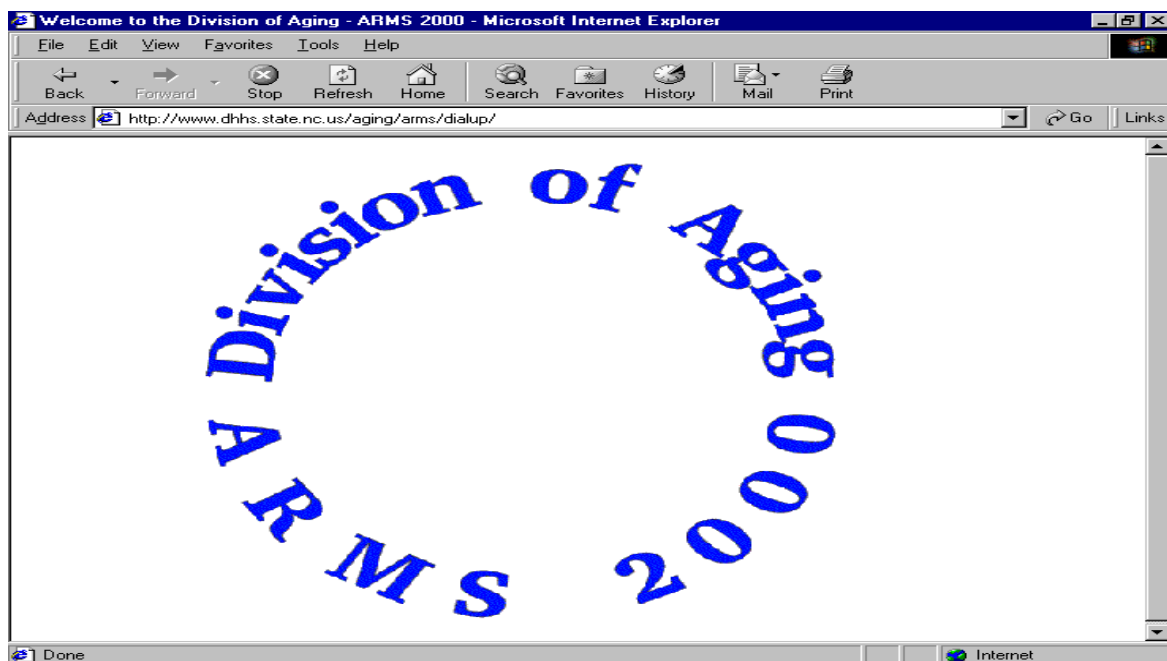
1. Insert the installation media from DOA into the appropriate drive.
2. Open the drive containing the installation media, located within the “My Computer” icon on your desktop
3. Open the folder labeled “Shortcut” on the floppy disk.
4. Copy the shortcut named “Access ARMS” on the installation media provided by DOA (CDROM or floppy disk) to your desktop for future reference.

Step II– Accessing the Citrix Web Server

1. Copy the shortcut named “Access ARMS” from the installation media to your desktop for future reference.

Your Web browser should now launch and take you directly to the ARMS web site at which point you should see the screen in Figure F.

Figure F



2. When presented with the screen in Figure F, Click “OK”.

Step III– Login to the Citrix Web Server to access ARMS

You should now be presented with a screen that looks like Figure G.

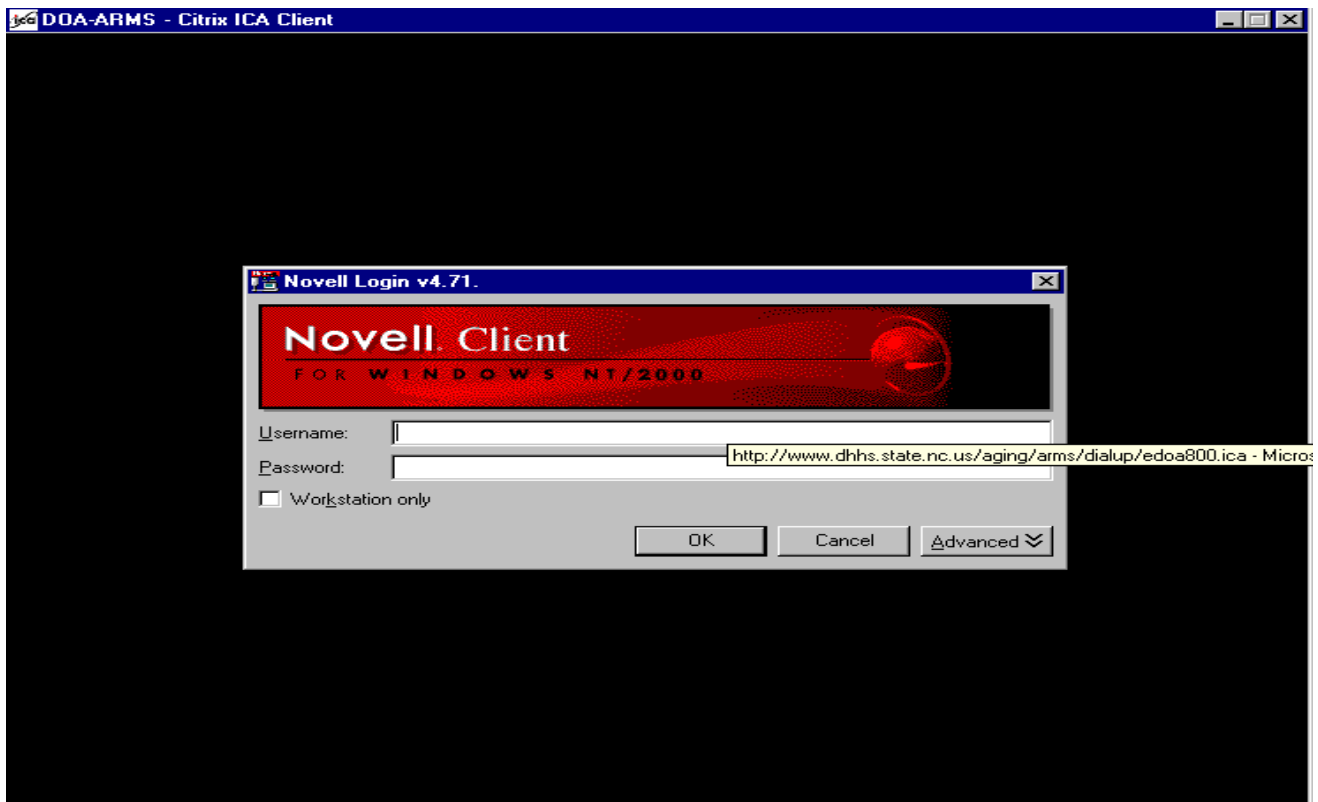


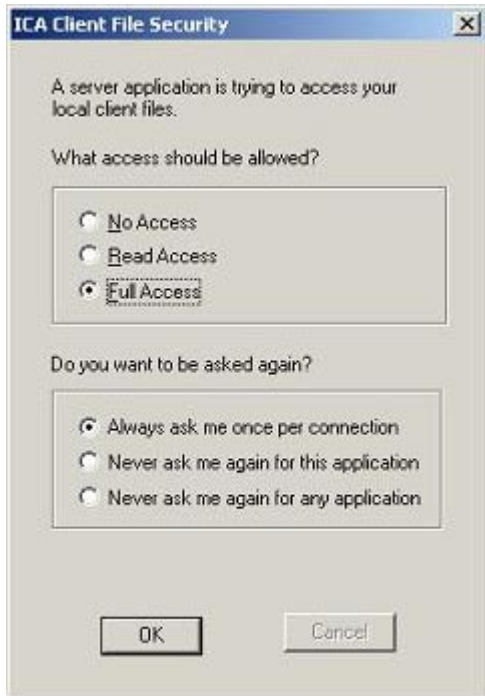
Figure G

3. In the fields labeled "Username" and "Password" enter your NetWare username and password. Click "Advanced" to set the context, which should read "DIX.AGING.DHHS.STATE." If it doesn't, click on the drop-down arrow and select the appropriate context.
4. As a bit of advice, especially since you will probably be using dial-up, you will want to enter your password first. Then tab up to the username screen and enter your username.

NOTE: Your username will be in the form of ".Q048.aging.dhhs.state". This is the same password as was used in Section I: Accessing the Internet with Windows 95. If you don't know the first portion of the username (i.e. Q048 in .Q048.aging,dhhs.state) it is the username you used to login with Reachout. See figure M as a reminder of the username used to login with Reachout.

5. During login you will be presented with the screen in Figure H. You must select "Full Access" if you need to upload or download any files from the ARMS system.

Figure H



NOTE: You will be prompted with this screen every time you login unless you change your preference for the question “Do you want to be asked again?” For security reasons, we recommend that you should not choose the option “Never ask me again for any application” in Figure H.

You should now see the screen presented in Figure I. The username and password used to access ARMS is the same username and password that you have always used to access ARMS.

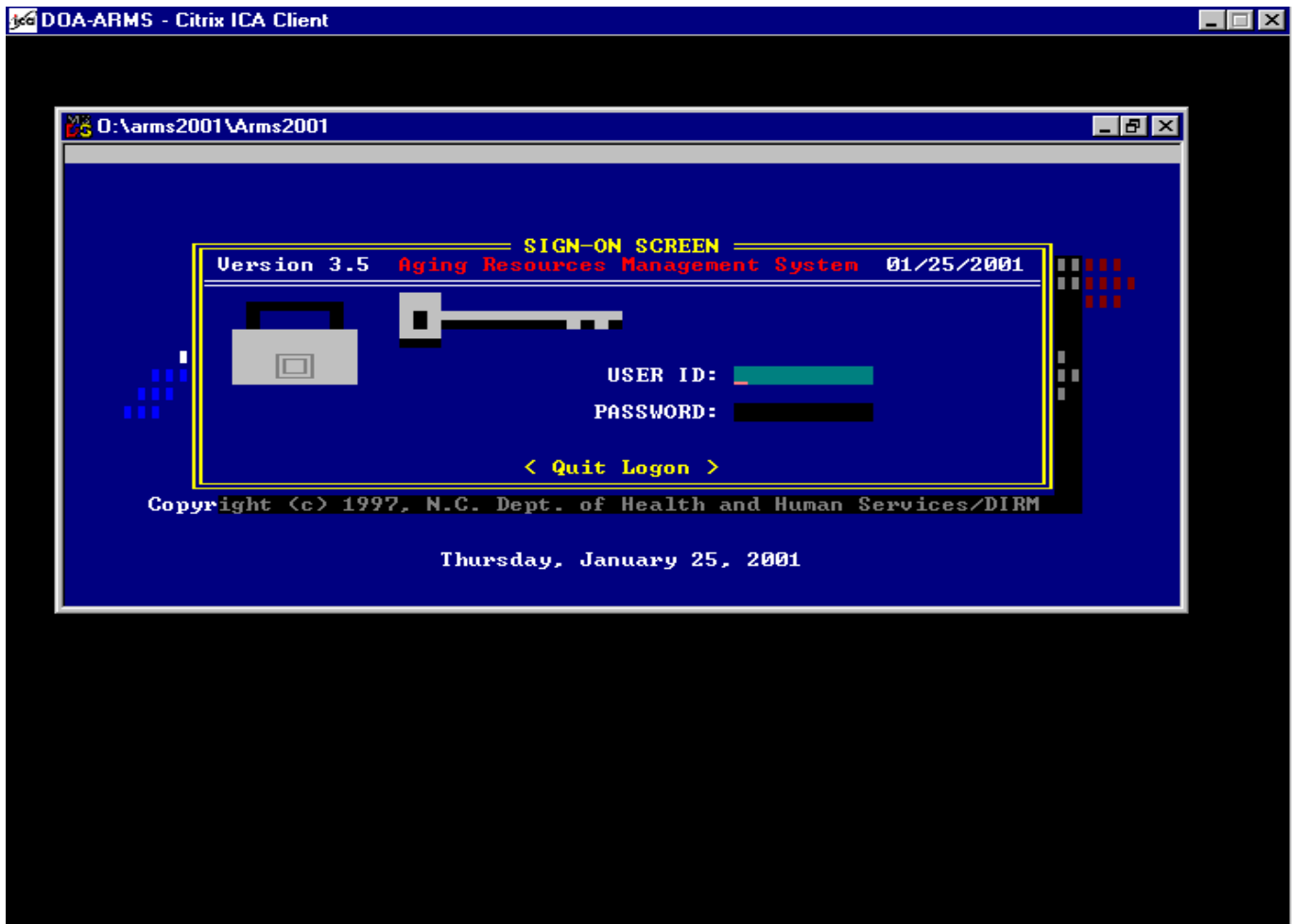


Figure I

Congratulations, you have finished Section IV: Accessing ARMS. You can now proceed with this application as usual.

Section V: FAQ

Question: I don't know my username and password for my dialup connection?

Answer: Your username and password for your dialup connection has two distinct parts, your username and the context in which your account is valid. The two must be used in combination to provide your username. The username is the same username you use when using Reachout and you login to the screen in Figure M. The password is the same password used in this scenario.

Question: When logging in I get the message "You do not have access to logon to this session, as seen in Figure P, what am I doing wrong?

Answer: Contact the Division of Aging to rectify the problem.

Question: Why do I get a "System Could Not Log You Into Network" error message when I log into Citrix Metaframe?

Answer: You are more than likely entering either the wrong username or password. The Novell log-in screen is prompting you for the same log-in characteristics you would use when logging into your desktop each day. Also, your password is case-sensitive; if you have the CAPS LOCK button enabled, please disable it if your password is written in lowercase.

Question: I am trying to dial in, but Windows continues to tell me that the modem cannot detect a dial tone.

Answer: You need to check and see if your modem, and the communication port where it resides, is responding to your Windows operation system. Go to **Start/Settings/Control Panel** and double-click on Modem. Click on the second tab on the top, called Diagnostics. Your modem should be listed on either COM 1, 2 or 3. Select the COM port where the modem is communicating from, and click on More Info. At this time, Windows is attempting to locate the modem and communicate with it. If you get a screen that tells you Windows has successfully communicated with your modem, then your modem is working fine. If you immediately get a message that says "Port Already Open", close out of this screen and click on **System** in Control Panel. Select the second tab on the top, "Device Manager", and scroll down until you locate "Ports". If you see a red X or a question mark next to "Communication Port", double-click on "Communication Port"; the communication port device may be disabled. To enable it, click on *Enable Device* and select OK. You may be asked to restart Windows down; if so, click OK, wait for Windows to reboot, and try dialing in again. If this problem continues to occur, please contact the DIRM Help Desk.

Question: I keep getting a busy signal when trying to establish a dial-up connection.

Answer: You may be calling in from a location which requires you to dial a prefix number (usually 9, but you may want to check with someone in that location who knows) to get an outside line. Enter that prefix number in front of the phone number you are dialing in the dial-up networking screen.